

Zinc Pricing

G-Cloud 15

zinc

Commercial In Confidence

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1.0 Zinc - Modules & Licensing

Zinc operates as a modular platform architecture, enabling organisations to deploy selected functional modules and expand the platform over time in line with operational and compliance requirements. .

Additional sites are added through a site-based licensing model, allowing modules, access controls, and workflows to be configured independently at site level. This structure supports consistent governance, auditability, and policy enforcement across multiple locations, while accommodating site-specific operational needs within a unified platform.

Modules	Annual Fee
Zinc License (Core Platform)	£7,000
Incident Management (Access to over 100 incident types, with configuration tools available)	£7,000
Automated Incident Notifications & Operating Procedures	£3,000
Daily Occurrence Log	£1,500
Mass Communication	£3,000
Threat Intelligence	£5,000
Location Risk Profiles	£1,500
Audit & Checks	£3,000
Task Management	£1,500
Case Management	£5,000
Dashboards & Reports	£3,000
BI Analytics	£3,000
Artificial Intelligence	£1,500
Risk Assessments (Martyn's Law)	£3,000
Admin Panel (self-configuration)	£5,000

Add-On Modules	Annual Fee p/site
Patrol Management & Proof of Presence	£1,500
Key & Asset Management	£1,500
Postroom Management	£1,500
Visitor Management	£1,500
Loading Bay Management	£1,500

License	Annual Fee
Admin	£400
Responder (Manager/ Controller)	£150
Control Room Environment (included 6 Responder Licenses)	£2,000
Site	£200
Reporter	FREE

License definition

- Admin: - Who can configure and customise the platform via the Admin Panel
- Responder: - Who can manage, control, communicate & analyse
- Control Room - Resourced control room environment
- Reporter: - Report an incident or conduct an activity
- Site - Additional sites i.e. a multi-asset estate, that require access to the core platform and could have configuration at site level

2.0 Implementation Fees

Bronze	40hrs of project management 1x Admin Training Session 1x Super User Training Session	£7,000
Silver	80hrs of project management 1x Admin Training Session 2x Super User Training Session	£13,300
Gold	150hrs of project management 2x Admin Training Session 4x Super User Training Session	£23,625
Data Migration	The migration of data	Priced on Scope
Single Sign On		£1,500

Implementation fees are a one-off fee and subject to scoping.

3.0 Integrations

Integrations	Average Cost
Custom API Integration (i.e. with a 3rd party platform)	£5,000 - £15,000 + 15% maintenance p/a

4.0 File Storage & Data

100Gb file storage	Included
Excess 50gb data	£60 p/m
API Google Mapping	10,000 transactions included Excess geo-codes are £50 per 10,000 requests
1m AI Tokens	Included within the AI modules
Excess 1m AI Tokens	£65

5.0 Support Plan

Support is provided 9am-5pm (GMT), Monday through Friday excluding public holidays.
Service levels are defined in the associated Service Definition document.

Plan		Annual
Bronze	Online ticketing system Business hours 2 hours per month of assistance Support Level Obligation	£4,000
Silver	Online ticketing system Business hours 5 hours per month of assistance Support Level Obligation Quarterly Review (online)	£8,100
Gold	Online ticketing system Business hours Customised assistance package Support Level Obligation Quarterly Review	Custom assistance dependent on annual value

Excess Technical Support	Rate
Technical Support	£125 per hour

6.0 Communication

SMS & Voice credit £600	Included
Excess 1000 SMS & Voice	£55
100,000 per month	Included
Excess 50,000 email per month	£80 p/m
WhatsApp for Business	Available on request
Text to Voice	Available on request
Custom Integrations i.e. TEAMS	Available on request

SMS messages are charged per network / destination, costs vary on messages sent internationally. Communication charges fluctuate and are aligned to the current Twilio rates + 10% management. Additional numbers available on request.

7.0 Professional Daily Rates

Resource	Hourly Rate
Account Manager	£175
Project Management	£175
Product Management	£200

8.0 Training

Item	Cost
Super User – 2 hr session	£300 (5 max participants)
Basic Configuration - 2hr session	£300 (5 max participants)
Advanced Configuration - 4hr session	£800 (5 max participants)
In Person (UK) - 4hrs	£1,200 (5 max participants)

- The Zinc knowledge user guide is provided
- The customer is responsible for the cost of all customised training materials.
- The customer is responsible for all costs associated with in-person training sessions included, but not limited to the cost of travel for Zinc staff members.

9.0 Discount Higher Education

A discount of 10% of the ARR will be applied.

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